

Candidate Information Pack

Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced staff take care of people of all ages across the borough of Croydon.

We are a very close-knit and friendly organisation where everyone of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.

Join us and be a part of the team that is making Croydon proud.



Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
- Work in partnership to best support our community's needs
- Use resources wisely without compromising quality or safety

Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
- Organise our services to give people the best possible experience of care

Respectful

- Be courteous and welcoming, and introduce ourselves
- Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
- Appreciate the contribution that staff from all backgrounds bring to our services

Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care
- Protect the confidentiality of those in our care and show sensitivity to people around us
- Feel free to raise concerns so we are always learning
- Make time for training and development and support research so people always receive the highest standards of care.



JOB DESCRIPTION

JOB TITLE	SPECIALIST SPEECH & LANGUAGE THERAPIST
DIRECTORATE	Adult care pathways
DEPARTMENT	Integrated Adult Therapies
BAND	6
RESPONSIBLE TO	Operational Clinical Lead
ACCOUNTABLE TO	Head of Integrated Adult Therapies

JOB SUMMARY

At a Specialist level to assess, diagnose, treat and discharge clients referred with communication and swallowing difficulties. The post holder will be expected to work in a variety of settings depending on their rotation, including Croydon University Hospital, Broad Green Centre, the patient's own home and other community settings as required.

MAIN DUTIES AND RESPONSIBILITIES

Patient/client care

1. To assess, develop and implement Specialist Speech and Language Therapy Treatment
2. To write reports reflecting specialist knowledge
3. To provide appropriate specialist intervention and evaluate outcomes
4. To provide advice to others regarding the management and care of patients/clients with communication and/or feeding and swallowing difficulties
5. To provide specific training and support to carers in facilitating communication e.g. aphasia.
6. To plan, run and evaluate patient/client groups in accordance with clinical needs e.g. groups for patients/clients with communication difficulties.
7. To demonstrate negotiation skills
8. To demonstrate clinical effectiveness by use of evidence based practice and outcome measures
9. To demonstrate skills in dealing with complex issues to generate appropriate strategies for caseload management



Policy/service development/implementation

1. To contribute to interagency/multi-disciplinary team building
2. To be aware of, adhere to and implement service and team plans and policies
3. To use specialist knowledge to inform service/policy developments as appropriate

Financial and physical resources

1. To monitor stock levels in own service area and request new equipment as appropriate
2. To be responsible for the security, care and maintenance of equipment ensuring standards of infection control and safety are maintained – including equipment loaned to clients

Human resources

1. To supervise the work of assistants and volunteers
2. To take responsibility for specified student placements liaising with clinical tutors providing a written evaluation as required
3. To provide mentoring to more junior Speech and Language Therapists
4. To facilitate problem solving skills in others in written peer review system
5. To explain the role of Speech and Language Therapists to visitors, students and volunteers
6. To assist in the support of students from other professional groups as appropriate
7. To provide and participate in specialist training as appropriate
8. To assist with the identification of training needs within the team

Information resources

1. To maintain up to date and accurate case notes in line with RCSLT professional standards and local trust policies
2. To share information with others, observing data protection guidelines
3. To gather activity data accurately and regularly, ensuring the provision of such information promptly within Croydon Healthcare NHS Trust policies

Research and development

1. To participate in areas of risk management, quality standards setting and clinical effectiveness
2. To undertake Clinical Governance /audit projects within local service
3. To participate in departmental research and clinical governance/audit projects
4. To collect and provide research data as required



Freedom to act

1. To be accountable for own professional action and recognise own professional boundaries, seeking advice as appropriate
2. To work within defined departmental and national protocols/policies and professional code of conduct
3. To work independently, accessing appraisal yearly within a Personal Development Review and Plan.

KNOWLEDGE AND SKILLS

Communication and relationship skills

1. To contribute to clinical teams both multi disciplinary and uni disciplinary by discussing own and others input around clients needs ensuring a well co-ordinated care plan
2. To communicate complex condition related information from assessment to clients, carers, families and members of the multi-disciplinary team/other professions
3. To work closely with clients, carers and families, agreeing decision making relevant to the patient/client management
4. To demonstrate empathy with clients, carers and families and colleagues, ensuring that effective communication is achieved, particularly where barriers to understanding exist e.g. use of pictures and symbols and other communication aids.
5. To develop skills in motivating clients and /or carers to engage in the therapeutic process
6. To work with patients an interpreter rising culturally appropriate materials
7. To develop negotiation skills in the management of conflict across a range of situations
8. To deal with initial complaints sensitively, avoiding escalation where possible
9. To form productive relationships with others who may be under stress and/or have challenging communication difficulties
10. To employ excellent communication skills

Knowledge, training and experience

1. To demonstrate Specialist knowledge in clinical specialism underpinned by current evidence based practice
2. To manage caseload independently
3. To identify personal/professional development evidenced by Personal Development Plan/ Professional Portfolio developed within an appraisal framework
4. To participate in Individual Performance Review ensuring that the objectives set reflect the Service and Trust plans, including objectives related to working with Adult clients with communication and swallowing disorders in an Acute and Community setting.



5. To attend relevant training and development in order to maintain and develop skills and knowledge required of a specialist therapist working in the field of Adult SALT and maintain up to date HPC and RCSLT registration
6. To attend Specialist Short Courses appropriate to working with Adult clients with communication and swallowing disorders in an Acute and/or Community
7. To demonstrate knowledge of, and adhere to RCSLT Professional and Clinical and National and Local Clinical Guidelines
8. To participate in the development of local clinical guidelines informed by evidence of clinical specialism
9. To participate in the development and delivery of specialist training (formal and informal) to others in the area of Adult clients with communication and swallowing disorders in an Acute and/or Community
10. To keep up to date with new techniques and developments for the promotion and maintenance of good practice
11. To provide advice to non-specialists and other specialists/ professionals within clinical field
12. To attend relevant course, meetings and special interest groups
13. To develop a working knowledge of relevant procedures including: Working with Vulnerable Adults and other legal frameworks
14. To develop a working knowledge of the principles of Clinical Governance and their application to professional practice

Analytical and judgmental skills

1. To develop the ability to reflect on auditory, visual and kinaesthetic aspects of client's communication and to identify appropriate strategies to facilitate and enhance communicative effectiveness
2. To negotiate with cares, clients and others around individual case management
3. To recognise potential breakdown and conflict when it occurs and seek advice and support to resolve
4. To use specialist knowledge to inform sound clinical judgements/decision making for case management
5. To make a differential diagnosis on the basis of evidence from assessment seeking advice as appropriate
6. To develop clear care plans based on best practice
7. To demonstrate the ability to reflect on practice with peers and mentors and identify own strengths and development needs
8. To develop the ability to target training (formal and informal) appropriately to the needs of course participants
9. To develop the ability to reflect on and evaluate training provided
10. To adapt practice to meet individual patient/client circumstances



Planning and organisational skills

1. To manage and prioritise own caseload independently
2. To manage and prioritise own workload

Physical skills

1. To demonstrate highly developed auditory and perceptual skills in the assessment diagnosis and treatment of patients/clients
2. To demonstrate skills in handling clients with disabilities
3. Driving, or use of public transport to enable mobility around the Service area, as necessary

To represent the Speech and Language Therapy profession at all times

To ensure dignity, privacy and rights of all patients and their carers at all times, acting without prejudice or undue favour towards any client.

Work within the policies and guidelines set out by the Trust and RCSLT Code of Professional Conduct and Scope of Professional Practice.

To ensure confidentiality in all matters relating to patients and information obtained during the course of employment.

To undertake such other duties as may be required from time to time as are consistent with the responsibilities and scale of the post

To participate in the Trust's staff developments and review scheme.

GENERAL

1. To work in accordance with the Trust's Values to consistently demonstrate the behaviours required. The postholder is required to carry out his/her role in accordance with the organisation values, standards and behaviours, in a Professional, Compassionate, Respectful and Safe way.
2. To ensure that Croydon Health Services Trust's policies and procedures are adhered to.
3. To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
4. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.



5. To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace. To positively promote at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.
6. To adhere to the Trust Infection Control Policy, procedures and guidelines, and in particular practice strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAIs). The prevention and control of HCAIs must be embedded into everyday clinical practice and applied consistently.
7. All clinical staff hold responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.
8. To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:
 - Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
 - Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
 - Ensure you are familiar and comply with local protocols and systems for information sharing.
 - Know the appropriate contact numbers and required reporting lines.
 - Participate in required training and supervision.
 - Comply with required professional boundaries and codes of conduct

NOTE:

- A child is someone under the age of 18 (this would include unborn children).
- A vulnerable adult is 'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (this includes carers).

Copies of the Protocols and Procedures are available on the Trust Intranet under Child Protection. Staff are advised on how to access the appropriate contact numbers and the Protocols and Procedures when attending Safeguarding training. Updates and revisions are notified to all staff via 'What's New'.

9. To work within the relevant Professional Bodies Code of Professional Conduct and Scope of Professional Practice.
11. Budget Holders are responsible for adherence to Standing Financial Instructions
12. Managers are responsible for adherence of maintaining expenditure within budget and addressing deviations from budget
13. To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.



You are the difference –Staff Pledges

All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff “Hello my name is”

If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?

If I can’t help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it

This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

Job Description Agreement

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by:

Current post holder :Date:

Line Manager:Date



PERSON SPECIFICATION

POST: Specialist Speech and Language Therapist

Ref

	ESSENTIAL	DESIRABLE	HOW TO BE TESTED A,I,
QUALIFICATIONS/ EDUCATION/ TRAINING	<p>Recognised Speech and Language Therapy Degree Qualification or equivalent</p> <p>Health Professions Council – Licence to Practice</p> <p>Registered Member of Royal College of Speech and Language Therapist</p>		A, I
KNOWLEDGE AND UNDERSTANDING	<p>Established knowledge of assessment tools relevant to the client group</p> <p>Knowledge of national policies and clinical guidelines</p> <p>Knowledge of a range of appropriate therapeutic interventions (relevant to the client group)</p> <p>Understanding of the roles of other professionals (relevant to the client group)</p> <p>Understanding of Clinical Governance issues.</p> <p>Knowledge & awareness of risk assessment.</p>		A,I
EXPERIENCE	<p>Completed RCSLT Band 5 competencies</p> <p>substantial clinical experience as SLT with adults</p> <p>Experience of working as a SLT within an MDT</p> <p>Experience working with adults who have neurological conditions</p>	<p>Previous Band 6 SLT experience.</p> <p>Worked in a variety of settings with adults</p>	A,I
SKILLS / ABILITIES	<p>Identifies what attracts them to this specific post at Croydon Health services Trust</p> <p>Car driver/Motor bike with access to vehicle for work</p> <p>Excellent interpersonal skills – including observation, listening and empathy skills</p>		A,I



	<p>Good self-management skills e.g. time management, prioritisation and organisational skills.</p> <p>Competent in management of dysphagia</p> <p>Good assessment and clinical reasoning skills</p> <p>Flexible and adaptable to change to meet the needs of the service</p> <p>Good negotiation and problem solving skills</p> <p>Uses clinical reasoning and reflective practice to improve service delivery.</p> <p>Good communication skills, both written and verbal</p> <p>Good auditory discrimination skills and ability to transcribe speech phonetically</p> <p>Demonstrates ability to be an effective team member</p>		
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

Key: A= Assessment; I= Interview; T= Test; P= Presentation

A= Application T= Test I=Interview

